

From: Bill Rice
To: billg@microsoft.com@inetgw
Date: 1/3/02 9:48pm
Subject: windows xp

Dear Mr. Gates

I am a long time Microsoft supporter..have bought almost every upgrade version of Windows, Office, FrontPage.etc !!!!

...I work on as laptop and have a desktop for home, a laptop for my wife, and two desktops for my 2 children.

I recently purchased the latest version of everything available.spending over \$750 before the holidays.

.I have been buying Microsoft products for years...

I am ABSOLUTELY APPALLED that the XP operating system requires that I purchase an additional license, for hundreds of dollars, for every PC in my house...(this is not obvious on the purchased product, from the retail salesperson, on the Microsoft website, or in any advertisement.I looked! I didn't have my bi-focals and couldn't read the VERY SMALLEST PRINT)

I have always supported Microsoft.and have not supported the federal and state lawsuits..

BUT...I FEEL ROBBED.no salesman warned me that, unlike all previous versions..I would have to buy separate, EXPENSIVE licenses for each computer in my home.(I buy a VCR tape.and use it in all my VCRs..)..

.so I am sad to say that tonight I am writing to Judge Kollar-Kotally as well as to all of the states attorneys general.. To convey my personal experience..that Microsoft is not playing fair with its market advantage..UNTIL TONIGHT, I WAS AN ARDENT MICROSOFT SUPPORTER...THERE IS NO CLEAR INDICATION ON THE XP BOX THAT THE UPGRADE WILL ONLY WORK ON ONE COMPUTER..I feel misled and disappointed...my children use XP at school and I wanted to use the same operating system at home for projects and homework.but to put the operating system on their PCs costs over \$500 and there is no alternative operating system platform....

I think the uniformity of platform created by a broadly successful Microsoft has helped propel significant increases in our national productivity. I now believe that Microsoft is taking advantage of the "little guy," and that this pricing scheme may reflect a portion of what others in the technology industry have been complaining about. I didn't understand or appreciate the problem until tonight.

Thanks for taking the time to review these comments.

Bill Rice

CC: Microsoft ATR,microsoftcomments@doj.ca.gov@inetgw,...